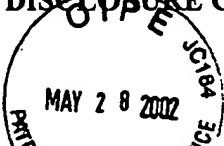


INFORMATION DISCLOSURE CITATION 	Docket Number	Serial Number
	01-033	09/973,581
	Applicants WALKER et al.	
Filing Date October 9, 2001		Group Art Unit 2642

U.S. PATENT DOCUMENTS

EXAMINER INITIAL	REF	DOCUMENT NUMBER	DATE	NAME	CLASS	SUB- CLASS	FILING DATE IF APPROPRIAT E
GA	A	US 6,301,354 B1	10/09/01	Walker et al.	379	266.01	

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FOREIGN PATENT DOCUMENTS

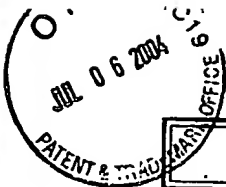
	REF	DOCUMENT NUMBER	DATE	COUNTRY	CLASS	SUB- CLASS	Translation	
							Yes	No

OTHER DOCUMENTS (Including author, Title, Date, Pertinent Pages, Etc.)

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EXAMINER	Olga Anush	DATE CONSIDERED:	1/20/5
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EXAMINER: Initial if citation considered, whether or not citation is in conformance with MPEP Section 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to applicant.



ELECTRONIC INFORMATION DISCLOSURE STATEMENT

Electronic Version v18

Stylesheet Version v18.0

Title of
Invention

METHOD AND APPARATUS FOR ENTERTAINING
CALLERS IN A QUEUE

Application Number: 09/973581
Confirmation Number: 5776
First Named Applicant: Jay WALKER
Attorney Docket Number: 01-033
Art Unit: 2645
Examiner: Olisa Anwah
Search string: (20040128192).pn.



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US Published Applications

Note: Applicant is not required to submit a paper copy of cited US Published Applications

init	Cite.No.	Pub. No.	Date	Applicant	Kind	Class	Subclass
	1	20040128192	2004-07-01	Paluszek et al.			

Signature

Examiner Name	Date
Olisa Anwah	1/20/5